

# WASHINGTON COUNTY TRANSIT POLICIES AND PROCEDURES MANUAL FOR RIDERS AND SERVICE PROVIDERS

## **1. Introduction**

These policies and procedures are guides to assist in the governance of the Washington County Commute Express Service and the Washington County Shared Ride Taxi Service. These policies and procedures are adopted by the Washington County Transportation Committee and maybe modified by that committee upon a motion approved by a simple majority vote at any meeting of the committee where a quorum is present. Revised policies and procedures shall be distributed to providers upon modification.

## **2. Definitions**

The following words or phrases are defined as follows when used in these policies and procedures.

- a. County = Washington County or the Washington County Highway Department
- b. Provider = An individual or entity that enters into a contract with the county to provide a service
- c. SRT = Washington County Shared Ride Taxi
- d. Committee = Public Works Committee
- e. WCCE = Washington County Commuter Express
- f. FTA = Federal Transit Administration

## **3. Operations**

WCCE and SRT shall be managed by the Transit Manager under the direction of the Washington County Highway Commissioner and the Public Works Committee.

The County shall enter into contracts with Providers to operate WCCE and SRT. Contracts with Providers can be for any duration deemed beneficial to the county. Contracts with Providers must be approved by the Committee in order to be valid after the appropriation of funds to operate the SRT and/or WCCE.

The County shall strive to maximize the use of state and federal funds to cover the costs of providing WCCE and SRT services. To that end, the County and its Providers shall comply with all applicable state and federal regulations to the fullest extent possible.

#### 4. Fares

- 1) WCCE fares shall be as follows beginning at 12:01 AM on January 1, 2018

\$3.75/one way daily express service, \$3.25 with prepaid ticket strips (\$32.50 for a ticket strip).

\$1.75/one way cash fare on mid-day run 13, for seniors 65+, Medicare card holders and disabled persons.

Children age 4 and under are free.

- 2) SRT fares shall be as follows beginning at 12:01 AM on January 1, 2018

\* Fares shown below are per one-way trip.

	<u>Elderly/Disabled</u>	<u>Adult</u>	<u>Student</u>
5.0 miles or less	\$2.50	\$4.25	\$3.25
5.1 to 10.0 miles	\$3.50	\$5.75	\$4.75
10.1 to 15.0 miles	\$4.25	\$7.00	\$6.00
15.1 to 20.0 miles	\$5.00	\$8.00	\$7.00
Over 20.0 miles	\$5.75	\$9.00	\$8.00

\*Adults are any persons age 18 – 59 years. Students are age five (5) years through high school. Elderly are those age 60 and over, and disabled of all ages. Children age 4 and under will ride free. Children 12 and under must be accompanied by a responsible adult.

\*A care giver, attendant, or family member needed by an elderly/disabled passenger will be charged the same fare as the elderly/disabled.

Discounted Punch Cards: \$20.00 (Value of \$25.00) and \$10.00 (Value of \$12.00).

Agency Fare of \$10.00 per ride or \$100.00 for a 10 ride punch card.

The fare for shuttle service operated by the SRT for the WCCE is \$1.00 one way.

The emergency ride home service for WCCE riders is a free ride.

- 3) The County may amend the fares for WCCE or SRT upon a motion approved by a simple majority of the members present at any meeting of the Committee and written notice to the Providers. Changing of fares also requires an evening public meeting per the Federal Transit Administration and related FTA rules and regulations. This meeting allows public comment.

## **5. Hours of Operations**

SRT services shall be provided from 5:00 AM to 11:00 PM on weekdays and Saturdays except holidays listed and from 8:00 AM to 4:00 PM on Sundays except holidays listed. Extended service could also be provided for the following special events: New Year's Eve, St. Patrick Day, Washington County Fair Week, and other events as they present themselves. These extended service hours can vary from 11:00pm to 2:00am.

WCCE services shall be provided on weekdays except for the holidays listed below and in accordance with the schedule.

The following are considered holidays on which no WCCE or SRT services will be provided: Easter, Memorial Day, Labor Day, Independence Day, Thanksgiving Day, Christmas, and New Year's Day.

## **6. Area of Service**

SRT services shall be provided throughout Washington County and to selected locations in northern Menomonee Falls. Menomonee Falls service area boundaries include Maple Road on the west to Pilgrim Road on the east and to Menomonee Avenue for the southern border. No service shall be provided for trips if both ends of the trip are within the City of West Bend, within the City of Hartford, or within the Village of Menomonee Falls. City of Hartford does not provide door to door service, so SRT, notwithstanding the statement above, provides door to door service in the City of Hartford for those clients that need this service. SRT service will also be provided to individuals who have used the WCCE service and who need to return to where they boarded the WCCE vehicle, or to their home, as a result of a family emergency. This is monitored to avoid abuse of the service.

WCCE services shall be provided at the stops listed, see the approved-current Washington County Commuter Express Bus Schedule.

## **7. Use of Tobacco, Alcohol, or Controlled Substances**

The use of tobacco products in any form, alcohol, or controlled substances is prohibited on any WCCE or SRT vehicle. The County reserves the right to refuse service to anyone who violates this prohibition.

Such state and federal regulations shall include but not be limited to accommodations for individuals with disabilities, equal employment opportunities, and anti-discrimination laws. All reasonable modifications will be considered. The following is information for riders using the services and also the contracted provider.

## **8. Information for Riders using SRT Service and also the SRT Provider**

- 1) Having the required fare for the ride. Drivers will help riders with fare questions.
- 2) The SRT Service is open to general public. The SRT Service provides drop off and pick up transportation.
- 3) All rides must be scheduled with the dispatcher. Riders will need to schedule the following:
  - The date taxi is needed
  - The time of day desired to be picked up (*please advise the dispatcher if you have an appointment and the time of the appointment. An appointment time is different than a requested pick up time.*) Note about pick up times: If one has an appointment pick up, this means the shared ride taxi could arrive 1 hour prior to your appointment time. For example one has a doctor appointment or a start time for work; let's say for 9:00am. This means that the shared ride taxi could arrive as early as 8:00am to make sure you arrive at your appointment time. A regular pick time has a 30 minute window. For example if one requests a pick up time for 3:00pm, the shared ride taxi could arrive from 3:00pm to 3:30pm.
  - Name of rider
  - Pick-up address (entrance must be designated if there is more than one)
  - Destination address (drop-off entrance must be designated if there is more than one)
  - Number of passengers
  - Rider's phone number
  - If a wheelchair accessible vehicle is needed, (no wheelchairs are provided)
- 4) All passengers must be dressed, ready and waiting for pick-up. If a rider is being picked up from a public building, health care facility, or nursing home, they must be waiting in the lobby. The drivers will not enter nursing homes, medical centers, shopping centers, businesses, or other public buildings in attempt to find the rider.
- 5) The drivers will not enter private homes or carry riders up and down steps.
- 6) Drivers will assist riders into and from the main entrance doors of hospitals, office buildings, and stores. If there is a main entrance lobby with two sets of doors, the driver will assist riders through the second set of doors. Drivers will not assist riders past this point.
- 7) Specialized service will be available for individuals with disabilities who require special door-to-door assistance from the shared ride taxi operator within all of Washington County and the northern portion of Menomonee Falls.
- 8) Notice must be given when making a reservation if the passenger is in a wheelchair or requires special door-to door assistance. A one-day advance reservation is requested for specialized service. All wheelchair types will be transported as long as the combined weight of the rider and wheelchair do not exceed 800 pounds and also the dimensions of the wheelchair type fits on the lift. The vehicle's wheelchair lift size is 32 inches by 48 inches.

- Riders in straight leg wheelchairs do not fit on the ramp and plus there is not room in the wheelchair space to be safely transported.
- 9) Additional time will be needed to load and unload passengers in a wheelchair.
  - 10) Specialized Assistance– Door to Door Service is provided on elderly/disabled trips even if not requested in advance, but advanced notice is appreciated. Door to Door Service shall not be provided if barriers such as stairs, ramps, doors, snow, and ice prevent the SRT drivers from assisting a rider to the vehicle due to direct threat/safety of the drivers, riders, and vehicles. Otherwise if safe door to door / specialized service is provided.
  - 11) Residents of a skilled nursing facility may not be transported unless they are accompanied by a care giver, an attendant, or a family member. A resident requiring such skilled care is outside the scope of driver's training.
  - 12) All oxygen tanks and bio-hazard materials must be secured on wheelchair or person.
  - 13) There is a limit of two grocery bags or parcels of equal size to carry allowed onboard per person per trip. This is to allow space for other passengers on board and to avoid tripping hazards.
  - 14) SRT vehicles accommodating passengers are not permitted to access "drive-up" or "drive-through" facilities, at any time. Examples of these facilities include, but are not limited to, bank/credit union drive-up windows or ATM's, drive-through prescription pick-up windows, or fast food drive-through windows.
  - 15) All SRT passengers are to act and behave appropriately while utilizing taxi services. SRT Services has zero tolerance for any inappropriate behavior.
  - 16) If a passenger becomes offensive, threatens others, has inappropriate behavior, or is otherwise disorderly, SRT provider will report the incident in writing to the County. The County shall have the right to refuse service or impose suspension from use of the SRT.
  - 17) If a passenger becomes physically abusive to themselves, drivers, others or vehicles, driver shall immediately notify dispatch who shall contact law enforcement. This will also be documented in writing to be given to the Transit Manager or Provider's Safety Director or appropriate staff.
  - 18) Suspensions for eligibility to use the SRT are given by the Transit Manager. Appeals regarding suspensions of service can be made in writing to the Transit Manager. Appeals will be forwarded to County Attorney for any legal action.
  - 19) There is a No Show Policy. Please see No Show Policy on the [ridewcce.com](http://ridewcce.com) website or posting in the vehicle for complete details. A No Show is defined as: (1) the client not being present when driver arrives for pick up. (2) the client not being ready within 5 minutes of when the driver arrives for your scheduled pick up time. (3) the client calls to cancel a ride less than one (1) hour prior their scheduled pick up time or cancels the ride at the door when the driver arrives. (4) not having the required fare for the ride. On the day of your ride, one can always call to confirm a more exact pick up time so one does not have to worry about a no show.
  - 20) When the shared ride taxi driver arrives for a rider and the rider cannot be located, the driver will notify dispatch the rider is not present. At that time dispatch will attempt to contact the passenger. If the passenger cannot be contacted within 5 minutes, the driver will be advised by dispatch of a No Show and proceed on with their route. Note: at no time will shared ride taxi "no show" a dialysis client unless advised by the client and/or the dialysis clinic.

## **9. Information for the Service Provider & also for riders using SRT**

- 1) No hazardous materials such as gasoline, car batteries, etc., will be allowed inside shared ride taxi vehicles.
- 2) All wheelchairs and oxygen tanks must be secured.
- 3) All bio-hazard materials must be secured on person or wheelchair.
- 4) In order to minimize response times, all passengers must be dressed, ready and waiting for pick-up. If a rider is being picked up from a public building, health care facility, or nursing home, they must be waiting in the lobby. The SRT driver will wait five (5) minutes.
- 5) SRT drivers will go no further than the interior lobby of a building for pick-up or drop-off.
- 6) When the SRT vehicle operator is providing door to door service, the outermost exterior door to which the service is provided must be no more than 150 feet from the vehicle.
- 7) The SRT driver will assist a wheelchair rider up or down one step or curb. The driver will not assist a wheelchair rider on additional steps or curbs as these present a great risk of harm or direct threat/safety issue to the rider and SRT driver.
- 8) The SRT driver will assist ambulatory riders up and down steps or curbs to someone who needs it due to a disability as long as safety policies and concerns are not compromised.
- 9) When door to door service is provided, the driver must use the means to disable the movement of the vehicle by use of a lock out mechanism or other disability device.
- 10) The driver is not required to do extensive work to clear a path of travel which would be considered an alteration of the shared ride taxi service. The driver would be required to move one or two easier objects out of the wheelchairs path.
- 11) A SRT driver is required to open a door for a rider that needs assistance. A SRT driver is required to assist the pushing of a manual wheelchair up a ramp, even if the ramp is ADA compliant. The driver is not required to push a manual wheelchair up excessively steep slopes that presents a direct threat/safety issue.
- 12) In door to door service, a driver s required to assist a disabled rider in carrying packages/parcels. There is a limit of two grocery bags or parcels of equal size to carry allowed onboard per person per trip. This is to allow space for other passengers on board and to avoid tripping hazards.
- 13) A SRT driver is not required to push a rider in a wheelchair or other device through deep snow or very ice conditions as it may be a direct threat/safety issue. The driver is required to push a riders needing assistance due to a disability, in situations where there is light snow up to one inch. The drivers are not required to shovel a rider's driveway or walkway.
- 14) In specialized service/door to door service, the driver is required to go the outside door or building for pick up. The driver is also required to knock or ring the doorbell as part of the door to door service, particularly to communicate to the rider the shared ride taxi has arrived.
- 15) Specialized Service/Door to Door Service does not require that the /transit provider provide two staff people to assist the rider in boarding and deboarding the vehicle. This would be a fundamental alteration of the shard ride taxi service and is not required.
- 16) If a rider has a long, steep, curved driveway and the rider is too frail to walk down and the driver would lose sight of the vehicle if the driver would go down the driveway to the rider, special communications should be considered between the rider and the transit agency. Ideally the transit agency and the rider would communicate about this condition before the vehicle leaves. Some extreme steep slopes could be too dangerous to assist someone down. Some curved driveways could require the driver to lose sight of the vehicle, which is not

ideal. But if may not reach the level of fundamental alteration or direct threat/safety issue for the driver to go part way. Perhaps someone else at the site could do the rest. If the driver radios in and says they cannot go all the way to the door, the dispatcher would likely call the rider to see if there is someone who can assist the rider to where the vehicle operator can meet them.

- 17) If a personal care attendant is traveling with a rider, the driver is required only to assist the passenger on to the vehicle, secure the wheelchair/mobility device and secure the rider's seatbelt/shoulder harness or seatbelt if the rider is sitting in a passenger seat.
- 18) The SRT drivers shall immediately inform office personnel of any inappropriate passenger behavior incidents, personal-injury incidents, motor-vehicle damage or accidents.
- 19) Written incident reports should be completed by the driver and submitted to SRT provider the same day as the incident occurred. This information will also be provided to County.
- 20) If a lift or ramp goes down while in service, it shall reported immediately. Arrangements are made to get a spare vehicle in place to continue the down vehicles run for the day. Vehicles that have problems with lifts/ramps are fixed as soon as possible. They are not put back into service until they are repaired.
- 21) The drivers shall relay to office personnel both positive and negative feedback from passengers, including the passenger name and contact phone number, if possible.
- 22) Transportation to and from St. Joseph's Hospital, in the Town of Polk, is available. The County invoices St. Joseph's Hospital directly for these rides according to the agreement between the parties.
- 23) Transportation to and from Aurora Medical Center facilities is available to those facilities, which include:
  - Aurora Medical Center – Hartford
  - Aurora Clinics – Hartford/Slinger
  - Adult Day Services – Hartford
  - Aurora Rehabilitation Center – Hartford
  - Aurora Ambulatory Care Center – Hartford
  - Aurora Cancer Center - Germantown

The County invoices Aurora Medical Foundation of Hartford directly for these rides according to the agreement between both parties.

- 24) In the event of inclement weather, SRT provider will attempt to make announcements regarding delays or cancellation of the taxi service when possible on West Bend and Hartford radio stations and WTMJ4 in Milwaukee, WI. County will also put notices on the [ridewcce.com](http://ridewcce.com) website.
- 25) The drivers shall not provide pickups in areas not accessible where driveways or roads have not been cleared of snow or are considered hazardous to the safety of the passengers, drivers, and vehicles.
- 26) Idling of vehicles.
  1. A vehicle idling gets zero miles per gallon; unnecessary idling wastes fuel and pollutes. Idling also causes twice the wear on internal parts compared to driving at regular speeds. Effective immediately, unless exempted in the following section, no County-owned, company-operated vehicle or piece of equipment is to be idled in a non-emergency situation. The operator of the vehicle/equipment is to turn off the vehicle engine.
  2. Policy exemptions—A vehicle maybe left idling:

- In traffic
- At an official traffic signal or sign
- When yielding to emergency vehicles
- To prevent a safety or health emergency
- For the safety and health of medically fragile, disabled or senior clients
- During the operation of a wheelchair lift
- When riders are on-board and the outside temperature is below 40°F or above 80°F
- With only the driver on-board, guidelines for maximum engine idling per stop:
  - Upon initial start-up below 40° F: 3 minutes
  - Below 10° F: no limit
  - 10 - 40°: 3 minutes
  - Above 80° F: 3 minutes
- For maintenance, servicing, repairing, or diagnostic purposes
- At the direction of a law enforcement official
- While in emergency or training mode

## **10. Information for Riders using the WCCE Service and WCCE Provider**

- 1) Having the required fare for the ride. Drivers will assist riders with fare questions.
- 2) All WCCE passengers are to act and behave appropriately while utilizing bus services. WCCE has zero tolerance for any inappropriate behavior.
- 3) If a passenger becomes offensive, threatens others, has inappropriate behavior, or is otherwise disorderly, WCCE Provider will report the incident in writing to the County. The County shall have the right to refuse service or impose suspension from use of the WCCE.
- 4) A day notice is requested to GORiteway Bus Service for set up on a wheelchair accessible motorcoach. (May not always be necessary, but kindly requested. This is to insure buses stay relatively on time).
- 5) A rider sitting in a disabled/prior seating area will be asked to vacate those seats when a person with a disability needs to use them.
- 6) Appeals regarding suspensions or refusal of service can be made to the Transit Manager in writing. Appeals will be forwarded to County Attorney for any legal action.

## **11. Information for the WCCE Provider and riders using the service**

- 1) The drivers shall be made accessible on the motor coach by cell phone or two way radio.
- 2) The driver's checklist shall include making sure the cell phone or two way radio is operational before beginning the route.
- 3) The drivers shall inform WCCE Provider office personnel as soon as they deviate more than 10 minutes from the scheduled bus-stop times, so that office personnel can appropriately answer phone call inquiries from commuters about delays.
- 4) The drivers shall inform office personnel of missing/damaged bus-stop signs.
- 5) The drivers shall immediately inform office personnel of any commuter behavior incidents, personal-injury incidents, motor-vehicle damage or accidents.



- 6) Written incident reports shall be completed by the driver and submitted to the WCCE Provider office the same day as the incident occurred.
- 7) The drivers shall relay to office personnel both positive and negative feedback from passengers, including the passenger name and contact phone number, if possible.
- 8) The drivers shall relay to office personnel any problem areas or situations which they believe could lead to a negative event for the driver or the passengers.
- 9) The drivers shall relay to office personnel any suggestions or ideas to improve service or routing.
- 10) Drivers and substitute drivers should be trained of the schedule times and all bus-stop locations - both northbound and southbound, before they begin driving route.
- 11) The drivers shall be able to answer commuter questions regarding schedules and stop locations.
- 12) Training shall include knowing the schedule times, the bus-stop locations, and actually driving the route until the driver is capable of driving the route in the timely fashion as the schedule indicates and knowing each bus-stop location without referencing paperwork.
- 13) The drivers shall never depart from a park & ride or bus stop location before the scheduled time.
- 14) The drivers shall stop at all bus-stop locations, even if they do not see pedestrians waiting at the bus-stop sign.
- 15) All motor coaches driving the WCCE routes should have current schedules on board, in a clearly visible and accessible location for passengers.
- 16) The drivers shall never discuss internal rumors or service situations with passengers; for example, route/service changes, accidents, injuries or disputes.
- 17) When a schedule change is made, drivers should point out to the passengers the posted notice in the motor coach and make the passengers aware of the new schedules available on the motor coach.
- 18) The drivers shall call out the bus stop locations.
- 19) The appropriate route signage will be displayed on the WCCE buses.
- 20) The WCCE 888 phone line shall be answered by WCCE Provider personnel or designee during all scheduled service times, starting at 5:00 a.m. and continuing thirty (30) minutes past the last pick-up time.
- 21) Qualified personnel answering phone calls shall have knowledge of the WCCE schedule and operations, in order to be responsive to the inquiries of callers.
- 22) In case of phone calls from commuters regarding delayed service, personnel shall contact the motor-coach drivers so that they can be responsive to the caller and inform them of the status of the delay.
- 23) An answering service which cannot respond to caller inquiries is not an acceptable level of service.
- 24) If a lift or ramp goes down while in service, it shall reported immediately. Arrangements are made to get a spare vehicle in place to continue the down vehicles run for the day. Vehicles that have problems with lifts/ramps are fixed as soon as possible. They are not put back into service until they are repaired.